

POSITION DESCRIPTION

Department: Emergency and Obstetrics Title: Director of ED & OB	
Date Created: 4/15/2026 Next Review Date: 4/15/2028	Reports to: Chief Nursing Officer Approved by: <u>Rhianna Montgomery</u> Rhianna Montgomery (Apr 16, 2026 15:48:13 PDT) (Administrative Dept. Signature)

POSITION STATUS: ☐ Hourly ☒ Salaried

POSITION SUMMARY

Provides strategic, operational, and clinical leadership for the Emergency Department and Obstetrical Services. Responsible for ensuring the delivery of high-quality, safe, evidence-based, and patient- and family-centered care across both service lines.

Serves as the Trauma, Cardiac, and Stroke Program Manager, with accountability for program development, regulatory compliance, performance metrics, and optimal patient outcomes across these service lines. Also oversees Obstetrical safety initiatives.

Works collaboratively with medical staff, department leaders, and organizational leadership to align departmental goals with the mission, vision, and values of Lake Chelan Health. Promotes a culture of safety, accountability, innovation, and continuous improvement.

DUTIES & RESPONSIBILITIES

1. Clinical Quality, Patient Safety and Program Oversight

Ensures safe, effective, and high-quality patient care across Emergency and Obstetrical Services and associated programs by:

- a) Establishing, implementing, and sustaining evidence-based practices and patient safety standards
- b) Providing direct oversight and leadership as the Trauma, Cardiac, and Stroke Program Manager, including:
 - Ensuring compliance with all regulatory and designation requirements
 - Monitoring program-specific quality metrics and outcomes
 - Leading program reviews, surveys, and performance improvement initiatives
 - Coordinating multidisciplinary collaboration across care teams
- c) Ensuring reliable systems for patient identification, medication safety, and standardized communication processes
- d) Promoting effective care coordination, including patient-centered hand-offs and interdisciplinary collaboration
- e) Partnering with the ED Medical Director, OB leadership, and Director of Quality and Patient Safety to:
 - Monitor quality metrics and patient outcomes across all service lines

- Implement and sustain process improvement initiatives
- f) Providing oversight of clinical competency development and ensuring alignment with current evidence and best practices

2. Operational and Financial Management

Directs the business operations of both departments and associated programs, as evidenced by:

- a) Leading development and management of annual operating and capital budgets
 - b) Monitoring financial performance, productivity, and resource utilization; implementing corrective actions as needed
 - c) Ensuring compliance with applicable regulatory and accreditation standards (e.g., DOH, EMTALA, DNV, Trauma/Stroke/Cardiac program requirements)
 - d) Driving continuous quality improvement in clinical care, documentation, throughput, and patient experience
 - e) Utilizing data analytics to inform decision-making and strategic planning
 - f) Demonstrating systems thinking and aligning departmental and program operations with organizational priorities
 - g) Overseeing effective use of technology, including optimization of the electronic medical record
- Leading strategic initiatives, project management efforts, and process improvement work

3. Leadership and Workplace Development

Provides leadership and direction to teams by:

- a) Establishing clear expectations and accountability for performance and outcomes
- b) Overseeing recruitment, retention, and workforce planning strategies
- c) Supporting leadership development, coaching, and succession planning for nurse managers and emerging leaders
- d) Fostering a culture of collaboration, engagement, and professional growth
- e) Promoting effective communication, conflict resolution, and team dynamics
- f) Ensuring consistent application of human resource policies and performance management practices
- g) Conducting leadership rounding and maintaining visibility to support teams and address opportunities
- h) Participates in the nurse manager on-call rotation to provide leadership support for staffing, patient care concerns, operational issues, and urgent decision-making outside of regular business hours.

4. Clinical Support and Organizational Responsiveness

- a) Provides hands-on clinical support during periods of high census, increased acuity, staffing shortages, or emergent situations
- b) Maintains clinical competency to safely and effectively perform bedside nursing duties when needed to support operations
- c) Flexibly adapts to evolving unit needs, priorities, and hospital requirements while maintaining high standards of patient care and staff support
- d) Performs other duties as assigned by the Chief Nursing Officer or designee to support unit operations, patient care, or organizational initiatives

4. Strategic Planning and Program Development

- a) Develops and executes strategic plans for Emergency and Obstetrical Services and associated programs
- b) Leads ongoing development and sustainability of Trauma, Cardiac, Stroke, and Obstetrical safety programs
- c) Identifies opportunities for service line growth, efficiency, and innovation

- d) Strengthens partnerships with providers, community stakeholders, and regional networks

5. Professional Accountability and Organizational Leadership

- a) Demonstrates ethical leadership, integrity, and accountability in all aspects of practice
- b) Participates in organizational committees, initiatives, and leadership activities
- c) Maintains ongoing professional development and knowledge of industry trends and best practices

6. Environment of Care and Culture

Promotes a safe, healing, and professional environment by:

- a) Ensuring a culture of respect, compassion, and patient-centered care
- b) Supporting environments that are clean, safe, and conducive to healing
- c) Promoting professionalism in communication, behavior, and appearance
- d) Reinforcing organizational values and behavioral expectations

QUALIFICATIONS

1. Education & Licensure:

- Registered Nurse, currently licensed in the State of Washington
- Bachelor of Science in Nursing (BSN) preferred

2. Certifications:

- Current Healthcare Provider CPR
- ACLS, PALS, TNCC and NRP required (or obtained within 12 months)

3. Experience:

- Minimum of 3–5 years of progressive leadership experience in healthcare preferred
- Experience with Trauma, Stroke, and/or Cardiac program management preferred
- Experience in Emergency and/or Obstetrical services required

4. Skills & Competencies:

- Strong leadership, strategic thinking, and operational management skills
- Demonstrated ability to lead quality improvement and patient safety initiatives
- Financial and business acumen
- Effective communication, collaboration, and change management skills



Our Values

The Values at Lake Chelan Health provide fundamental guidance to all staff in creating an exemplary patient experience and a wonderful environment for staff to care for our community. The Values of Lake Chelan Health ensure we consistently meet our Mission: *To Provide the highest quality healthcare with compassion and respect to the community we serve.* The Values at Lake Chelan Health Support our just culture – one of an accountable organization, that develops strong systems, treats all staff with respect and equity, and encourages employees to take responsibility for their choices while reporting errors and system vulnerabilities. Our values guide the way we interact with our employees across all levels and disciplines – framing the way we interact with our patients.

Vision: To improve community health and make our region a better place to live.

Mission: To provide the highest quality healthcare with compassion and respect to the community we serve.

Values: Relationships, Integrity, Compassion, Respect, Excellence

Relationships

We hold relationships as a foundational value for all interactions. We seek first to understand in all relationships- patients, coworkers, and our community.

At Lake Chelan Health we will:

- Place the highest value on developing and maintain sincere relationships with those we interact with.
- Expect more from ourselves than we expect from others.
- Empower each other to carry out tasks and actions.
- Foster growth and improvement in our peers and our teams
- Include those closest to the problem when making decisions.
- Create a working environment that encourages working to the "top of one's license"
- Seek to create a working environment that we enjoy, and patients trust.

Integrity

We demonstrate strong behavioral and ethical standards. We are accountable to our patients, our peers, and our community to these high standards in all our actions.

At Lake Chelan Health we will:

- Always do the right thing for our patients and their families.
- Work to earn the trust of those we serve.
- Communicate in an open and honest manner with the highest of ethical standards.
- Trust others while seeking, allowing, and expecting open and honest feedback.

Compassion

We treat every interaction with compassion, valuing every experience and story that our patients and their families bring with them. We seek to heal the whole person.

At Lake Chelan Health we will:

- Treat each patient, family, and caregivers with kindness and caring.
- Be respectful and understanding of the needs of our diverse community.
- Treat all of those we serve with humility, equity, and understanding.
- Provide care with grace and humanity.

Respect

We place a priority on equality and inclusion on a daily basis, honoring the dignity and worth of each individual.

At Lake Chelan Health we will:

- Honor our differences, regardless of issue.
- Celebrate the accomplishments of those we work with.
- Interact with humility and understanding.
- Be open minded and appreciate the perspectives and life experiences of all.
- Acknowledge and celebrate diversity in our community and our organization.
- Encourage transparency – encourage constructive identification of problems and take concerns directly to those involved.
- Communicate expectations clearly, dealing with content not assumptions.

Excellence

We demonstrate a full commitment to providing the highest level of quality and value in all aspects of our work, including operational, clinical, governance, financial, and relational.

At Lake Chelan Health we will:

- Expect quality and excellence for ourselves and those we interact with.
- Exemplify a just culture by focusing on improving systems – and treating staff equitably.
- Report errors, systems issues and provide solutions to improve, and not blame.
- Seek opportunities for continuous improvement in all our works.
- Use education and training as the foundation for improvement.

PHYSICAL REQUIREMENTS ANALYSIS

Department: ED & OB

Job Title: Director of ED and OB

Mark all responses using the following codes:

N = Never

O = Occasionally, represents 1 to 33% or 1 to 2 hours of an 8-hour workday

F = Frequently, represents 34 to 66% or 2.5 to 5.5 hours of an 8-hour workday

C = Continuously, represents 67 to 100% or 6 to 8 hours of an 8-hour workday

N	O	F	C	PHYSICAL ACTIVITY
☐	☐	☒	☐	Walking
☐	☐	☒	☐	Sitting/Standing
☐	☒	☐	☐	Reaching: Shoulder Height
☐	☒	☐	☐	Above Shoulder Height
☐	☒	☐	☐	Below Shoulder Height
☒	☒	☐	☐	Climbing
☐	☐	☒	☐	Pulling/Pushing: 25 pounds or less
☐	☒	☐	☐	25-50 pounds
☐	☒	☐	☐	Over 50 pounds
☐	☐	☒	☐	Lifting: 25 pounds or less
☐	☒	☐	☐	25-50 pounds
☐	☒	☐	☐	Over 50 pounds
☐	☐	☒	☐	Carrying: 25 pounds or less
☐	☒	☐	☐	25-50 pounds
☐	☒	☐	☐	Over 50 pounds
☐	☒	☐	☐	Crawling/Kneeling
☐	☒	☐	☐	Bending/Stooping/Crouching
☐	☒	☐	☐	Twisting/Turning
☐	☒	☐	☐	Repetitive Movement

PHYSICAL EXPOSURE: (mark where applicable with "X")

☐ Unprotected heights

Harmful physical agents:

Lighting: ☒ Bright

☒ Heat/Cold

☒ Dim

☒ Noise

☒ Mechanical hazards

☒ Ionizing/non-ionizing radiation

☒ Hazardous substances

☒ Infectious diseases

ACCEPTABLE MINIMUM PHYSICAL ABILITY:

Vision:

☐ Good

☒ Correctable

☐ Blind

Color Vision:

☒ Normal

☐ Impaired

Hearing:

☒ Normal

☐ Moderate Loss

☐ Deaf

Manual Dexterity:

☒ Good

☐ Fair

Talking/Speech:

☒ Normal

☐ Moderate Loss

☐ Mute

DISCLAIMER STATEMENT

The above statements are intended to describe the general nature and level of work being performed. They are not intended to be an exhaustive list of all responsibilities, duties and skills required of personnel so classified, nor do they address the performance standards that must be maintained.

EMPLOYEE:

I have read and understand the duties and responsibilities of this position. I have reviewed and agree to the contents of this position description, and I am able to perform the job functions and meet the physical requirements without restriction(s):

Employee Signature

Date

Job Description: Director of ED & OB April 2026

Final Audit Report

2026-04-16

Created:	2026-04-16
By:	Ruby Sylvester (rsylvester@lcch.net)
Status:	Signed
Transaction ID:	CBJCHBCAABAAsxatHN4JISbJdgY5LzuBgKKIFJ7xIqN_

"Job Description: Director of ED & OB April 2026" History

-  Document created by Ruby Sylvester (rsylvester@lcch.net)
2026-04-16 - 9:49:11 PM GMT
-  Document emailed to rmontgomery@lcch.net for signature
2026-04-16 - 9:49:16 PM GMT
-  Email viewed by rmontgomery@lcch.net
2026-04-16 - 10:47:35 PM GMT
-  Signer rmontgomery@lcch.net entered name at signing as Rhianna Montgomery
2026-04-16 - 10:48:11 PM GMT
-  Document e-signed by Rhianna Montgomery (rmontgomery@lcch.net)
Signature Date: 2026-04-16 - 10:48:13 PM GMT - Time Source: server
-  Agreement completed.
2026-04-16 - 10:48:13 PM GMT